

Medstar Mobile Healthcare

Fort Worth, TX

Client 6511



Assess Your Vitals

1515 Center Street

Lansing, Mi 48096

1 (877) 583-3100

service@EMSSurveyTeam.com

www.EMSSurveyTeam.com

EMS System Report

June 1, 2016 to June 30, 2016

Your Score

91.85

Number of Your Patients in this Report

127

Number of Patients in this Report

5,130

Number of Transport Services in All EMS DB

121





Executive Summary

This report contains data from **127 Medstar Mobile Healthcare** patients who returned a questionnaire between **06/01/2016** and **06/30/2016**.

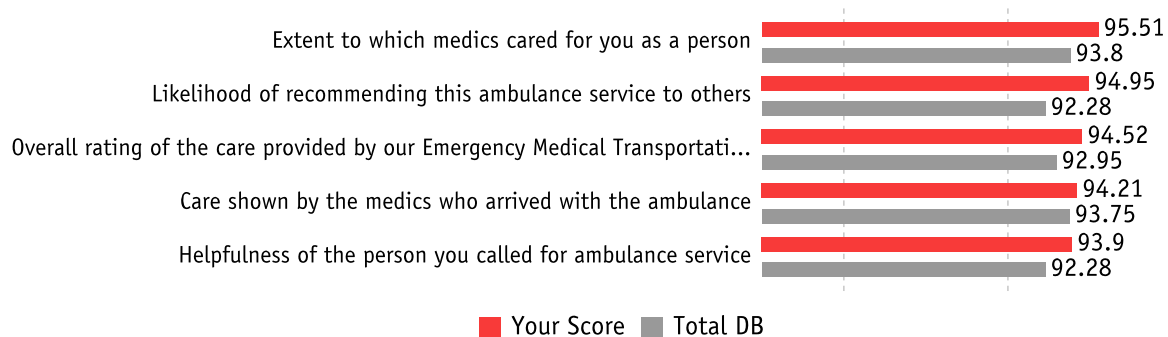
The overall mean score for the standard questions was **91.85**; this is a difference of **-0.10** points from the overall EMS database score of **91.95**.

The current score of **91.85** is a change of **1.54** points from last period's score of **90.31**. This was the **45th** highest overall score for all companies in the database.

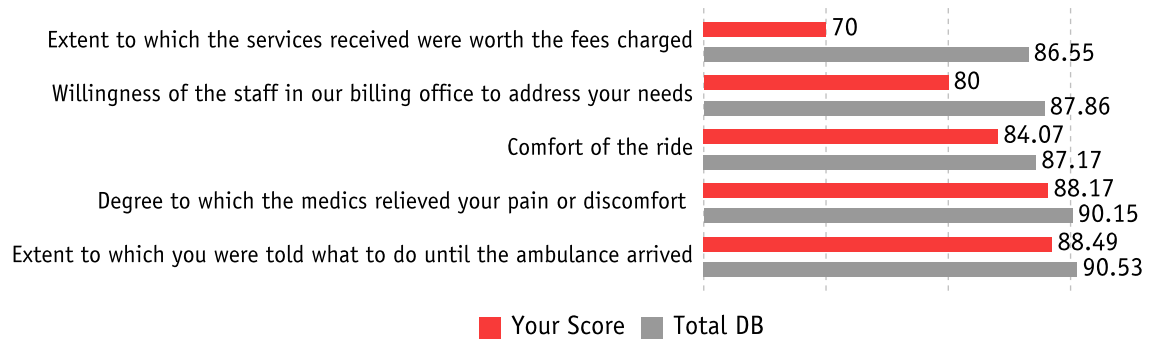
You are ranked **11th** for comparably sized companies in the system.

72.07% of responses to standard questions had a rating of Very Good, the highest rating. **98.69%** of all responses were positive.

5 Highest Scores



5 Lowest Scores

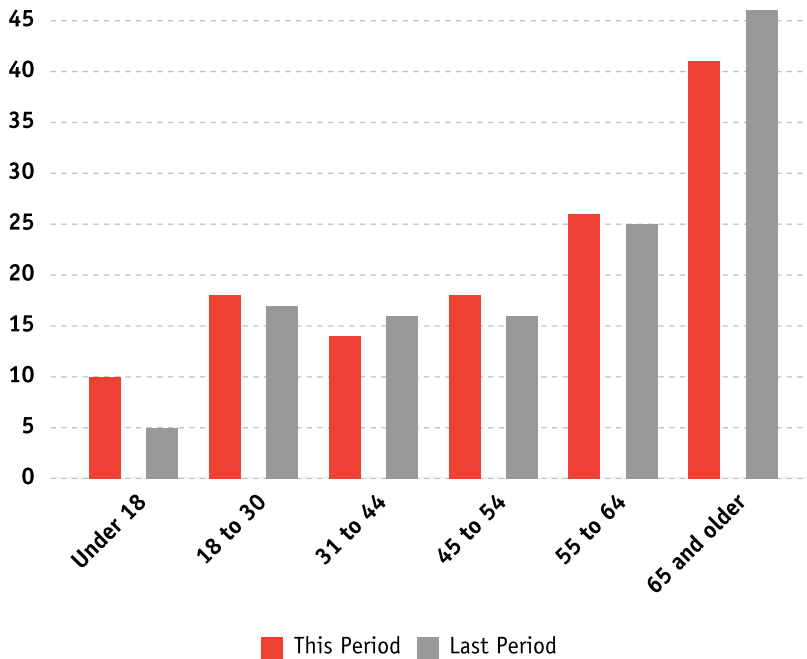




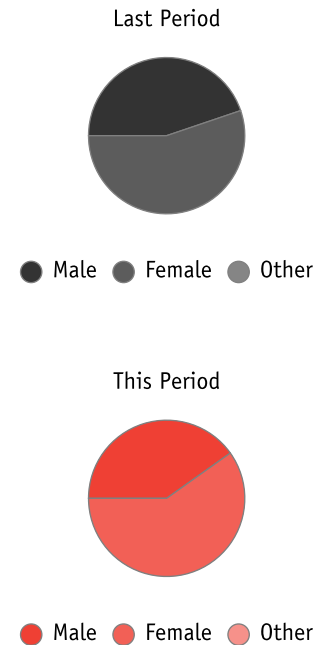
Demographics — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic profile will approximate your service population.

	Last Period				This Period			
	Total	Male	Female	Other	Total	Male	Female	Other
Under 18	5	1	4	0	10	4	6	0
18 to 30	17	4	13	0	18	7	11	0
31 to 44	16	7	9	0	14	6	8	0
45 to 54	16	7	9	0	18	8	10	0
55 to 64	25	13	12	0	26	12	14	0
65 and older	46	24	22	0	41	14	27	0
Total	125	56	69	0	127	51	76	0

Age Ranges



Gender





Dispatch Analysis

This analysis details the section results that concern dispatcher operations. The analysis contains the mean scores for each survey question. The first column shows the company score and the total database score, the second column is your variance from the database score.

Helpfulness of the person you called for ambulance service



Concern shown by the person you called for ambulance service



Extent to which you were told what to do until the ambulance arrived



Overall Section Score





Ambulance Analysis

This analysis details the section results that concern ambulance operations. The analysis contains the mean scores for each survey question. The first column shows the company score and the total database score, the second column is your variance from the database score.

Extent to which the ambulance arrived in a timely manner



Cleanliness of the ambulance



Comfort of the ride



Skill of the person driving the ambulance



Overall Section Score





Medic Analysis

This analysis details the section results that concern medic operations. The analysis contains the mean scores for each survey question. The first column shows the company score and the total database score, the second column is your variance from the database score.

Care shown by the medics who arrived with the ambulance



Degree to which the medics took your problem seriously



Degree to which the medics listened to you and/or your family



Skill of the medics



Extent to which the medics kept you informed about your treatment



Extent to which medics included you in the treatment decisions (if applicable)



Degree to which the medics relieved your pain or discomfort





Medic Analysis

This analysis details the section results that concern medic operations. The analysis contains the mean scores for each survey question. The first column shows the company score and the total database score, the second column is your variance from the database score.

Medics' concern for your privacy



Extent to which medics cared for you as a person



Overall Section Score





Billing Staff Assessment Analysis

This analysis details the section results that concern office operations. The analysis contains the mean scores for each survey question. The first column shows the company score and the total database score, the second column is your variance from the database score.

Professionalism of the staff in our billing office



Willingness of the staff in our billing office to address your needs



Overall Section Score





Overall Assessment Analysis

This analysis details the section results that concern assessment of operations. The analysis contains the mean scores for each survey question. The first column shows the company score and the total database score, the second column is your variance from the database score.

How well did our staff work together to care for you



Extent to which our staff eased your entry into the medical facility



Appropriateness of Emergency Medical Transportation treatment



Extent to which the services received were worth the fees charged



Overall rating of the care provided by our Emergency Medical Transportation service



Likelihood of recommending this ambulance service to others



Overall Section Score





Question Analysis

This section lists a synopsis of the information about your individual questions and overall scores for this monthly reporting period. The first column shows the company score from the previous period, the second column shows the change, the third column shows your score for this period and the fourth column shows the total Database score.

Dispatch Analysis

	Last Period	Change	This Period	Total DB
Helpfulness of the person you called for ambulance service	88.19	5.71	93.90	92.28
Concern shown by the person you called for ambulance service	88.89	3.22	92.11	92.09
Extent to which you were told what to do until the ambulance arrived	90.83	-2.34	88.49	90.53

Ambulance Analysis

	Last Period	Change	This Period	Total DB
Extent to which the ambulance arrived in a timely manner	92.67	-2.14	90.53	91.37
Cleanliness of the ambulance	90.95	1.71	92.66	93.59
Comfort of the ride	81.76	2.31	84.07	87.17
Skill of the person driving the ambulance	88.48	3.11	91.59	92.81

Medic Analysis

	Last Period	Change	This Period	Total DB
Care shown by the medics who arrived with the ambulance	90.97	3.24	94.21	93.75
Degree to which the medics took your problem seriously	91.53	1.77	93.30	93.81
Degree to which the medics listened to you and/or your family	90.75	2.70	93.45	93.36
Skill of the medics	92.10	1.70	93.80	93.77
Extent to which the medics kept you informed about your treatment	90.70	0.58	91.28	92.15
Extent to which medics included you in the treatment decisions (if applicable)	92.41	-2.07	90.34	91.59
Degree to which the medics relieved your pain or discomfort	88.72	-0.55	88.17	90.15
Medics' concern for your privacy	91.33	-0.22	91.11	92.80
Extent to which medics cared for you as a person	91.75	3.76	95.51	93.80

Billing Staff Assessment Analysis

	Last Period	Change	This Period	Total DB
Professionalism of the staff in our billing office	90.00	-0.00	90.00	87.73
Willingness of the staff in our billing office to address your needs	86.62	-6.62	80.00	87.86



Question Analysis (Continued)

Overall Assessment Analysis

	Last Period	Change	This Period	Total DB
How well did our staff work together to care for you	92.98	0.50	93.48	92.85
Extent to which our staff eased your entry into the medical facility	88.92	2.50	91.42	92.85
Appropriateness of Emergency Medical Transportation treatment	90.18	1.82	92.00	92.46
Extent to which the services received were worth the fees charged	75.07	-5.07	70.00	86.55
Overall rating of the care provided by our Emergency Medical Transportation	91.81	2.71	94.52	92.95
Likelihood of recommending this ambulance service to others	93.23	1.72	94.95	92.28



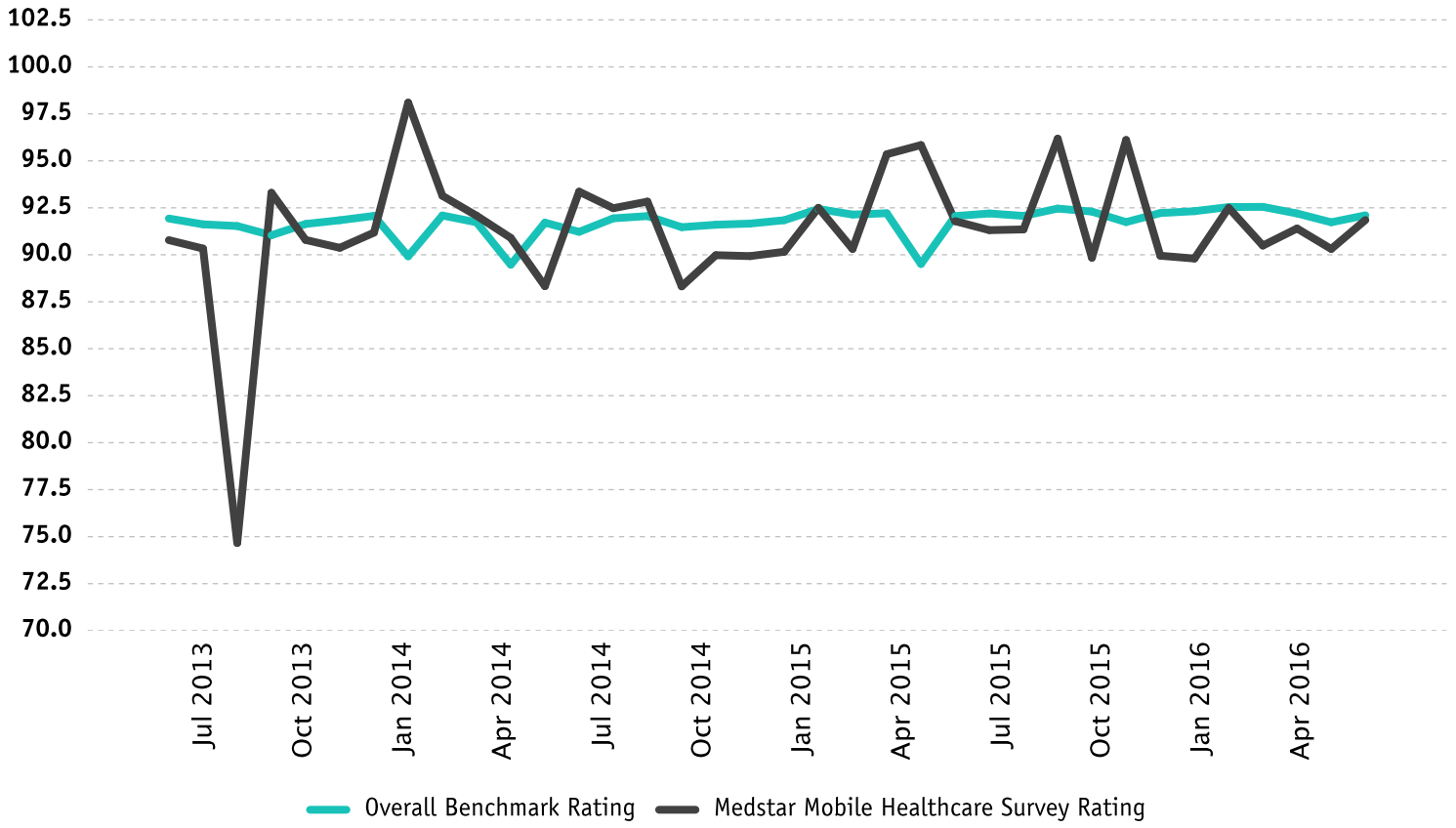
Monthly Breakdown

Below are the monthly responses that have been received for your service. It details the individual score for each question as well as the overall company score for that month.

	Jun 2015	Jul 2015	Aug 2015	Sep 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016
Helpfulness of the person you called for ambulance service	93.40	88.25	93.24	96.62	89.80	95.83	93.92	88.67	92.23	88.57	93.38	88.19	93.90
Concern shown by the person you called for ambulance service	94.12	90.93	92.36	96.88	90.00	95.42	92.74	88.89	92.24	91.16	93.55	88.89	92.11
Extent to which you were told what to do until the ambulance	93.14	89.70	93.38	96.58	88.95	96.48	93.33	88.49	92.47	89.55	91.41	90.83	88.49
Extent to which the ambulance arrived in a timely manner	90.32	89.86	90.45	95.45	88.65	95.55	88.97	88.66	91.73	91.74	91.52	92.67	90.53
Cleanliness of the ambulance	93.97	92.94	93.13	96.23	91.28	95.30	90.59	90.14	93.28	92.44	95.33	90.95	92.66
Comfort of the ride	83.83	88.22	86.94	92.74	84.91	92.95	82.66	83.36	88.44	85.33	85.43	81.76	84.07
Skill of the person driving the ambulance	88.62	92.56	89.44	94.87	87.83	96.12	89.50	89.29	93.22	88.45	90.32	88.48	91.59
Care shown by the medics who arrived with the ambulance	93.52	91.59	92.76	96.46	91.60	96.34	92.79	91.46	93.53	92.35	92.65	90.97	94.21
Degree to which the medics took your problem seriously	92.89	92.87	91.29	97.20	91.20	97.07	89.25	91.09	93.56	91.04	91.81	91.53	93.30
Degree to which the medics listened to you and/or your family	91.67	92.86	91.99	96.52	89.96	97.05	89.47	90.65	93.95	89.67	93.02	90.75	93.45
Skill of the medics	92.96	91.77	90.40	96.40	91.06	95.09	91.93	90.81	92.78	92.87	94.37	92.10	93.80
Extent to which the medics kept you informed about your	91.40	92.86	90.01	97.37	90.19	96.85	89.04	89.87	91.94	89.86	88.93	90.70	91.28
Extent to which medics included you in the treatment decisions	92.13	91.22	93.49	97.64	89.32	97.45	89.46	90.77	91.38	89.73	89.64	92.41	90.34
Degree to which the medics relieved your pain or discomfort	89.94	88.65	88.11	95.91	87.65	96.36	85.94	89.72	88.50	88.78	87.80	88.72	88.17
Medics' concern for your privacy	94.19	92.00	92.16	96.03	91.02	96.50	92.13	89.64	93.30	88.42	90.84	91.33	91.11
Extent to which medics cared for you as a person	92.66	93.17	92.24	96.46	91.68	96.30	93.28	90.38	92.95	92.72	91.14	91.75	95.51
Professionalism of the staff in our billing office	84.21	92.86	90.63	100.00	87.50	100.00	77.17	91.67	94.23	75.11	81.82	90.00	90.00
Willingness of the staff in our billing office to address your	85.71	86.54	90.63	100.00	92.31	100.00	77.36	87.50	94.23	82.50	84.09	86.62	80.00
How well did our staff work together to care for you	93.57	90.98	93.21	96.58	91.67	95.83	92.92	90.52	93.47	90.52	92.86	92.98	93.48
Extent to which our staff eased your entry into the medical	91.39	90.82	92.65	96.46	90.14	96.12	89.74	89.91	93.02	92.47	92.42	88.92	91.42
Appropriateness of Emergency Medical Transportation treatment	93.10	91.58	92.69	96.62	91.00	96.65	88.27	90.09	93.80	91.58	91.16	90.18	92.00
Extent to which the services received were worth the fees	85.59	87.73	89.66	94.71	82.72	97.02	84.23	88.27	90.58	88.58	87.52	75.07	70.00
Overall rating of the care provided by our Emergency Medical	93.76	91.59	92.35	97.75	92.50	96.28	92.86	91.74	93.04	92.70	92.99	91.81	94.52
Likelihood of recommending this ambulance service to others	94.60	93.41	90.06	94.54	90.01	96.09	91.06	90.87	93.22	90.77	93.76	93.23	94.95
Your Master Score	91.79	91.31	91.35	96.18	89.84	96.11	89.95	89.80	92.50	90.49	91.40	90.31	91.85
Your Total Responses	124	124	126	125	126	123	125	125	141	127	125	125	127



Monthly tracking of Overall Survey Score





Key Drivers — This section shows the relative importance of each question to the respondents' overall satisfaction. The greater the coefficient number, the more important the issue is to your patients' overall satisfaction. The questions are arranged based on their weighted importance value.

Question	Your Score	Correlation Coefficient
Extent to which medics included you in the treatment decisions (if applicable)	90.34	.855737148
Medics' concern for your privacy	91.11	.84117683
Extent to which medics cared for you as a person	95.51	.808164701
Overall rating of the care provided by our Emergency Medical Transportation service	94.52	.807970979
Appropriateness of Emergency Medical Transportation treatment	92.00	.805359789
Care shown by the medics who arrived with the ambulance	94.21	.792571046
Skill of the medics	93.80	.790800691
Degree to which the medics listened to you and/or your family	93.45	.784475759
Skill of the person driving the ambulance	91.59	.773243602
Degree to which the medics relieved your pain or discomfort	88.17	.760870718
Professionalism of the staff in our billing office	90.00	.753873392
Likelihood of recommending this ambulance service to others	94.95	.743830111
Extent to which our staff eased your entry into the medical facility	91.42	.737469996
Concern shown by the person you called for ambulance service	92.11	.717731887
How well did our staff work together to care for you	93.48	.710896156
Extent to which the medics kept you informed about your treatment	91.28	.694775841
Degree to which the medics took your problem seriously	93.30	.663730089
Extent to which the ambulance arrived in a timely manner	90.53	.65101763
Extent to which the services received were worth the fees charged	70.00	.572934661
Comfort of the ride	84.07	.559512635
Cleanliness of the ambulance	92.66	.520969539
Willingness of the staff in our billing office to address your needs	80.00	.518684032
Helpfulness of the person you called for ambulance service	93.90	.499352221
Extent to which you were told what to do until the ambulance arrived	88.49	.448323074



Company Comparisons — The following chart gives a comparison of the mean score for each question as scored by comparable companies. Your company is highlighted. There is also a green-shaded highlight of the highest score for each question. This will show how you compare to similar companies.

	Your Company	Comparison Companies					
		A	B	C	D	E	F
Helpfulness of the person you called for ambulance service	93.90	95.98	91.98	93.27	92.61	89.52	95.70
Concern shown by the person you called for ambulance service	92.11	94.32	92.04	92.48	91.50	89.90	94.29
Extent to which you were told what to do until the ambulance	88.49	91.86	90.60	87.78	86.95	89.11	93.28
Extent to which the ambulance arrived in a timely manner	90.53	92.86	90.28	93.64	93.14	89.30	94.73
Cleanliness of the ambulance	92.66	93.30	93.01	93.20	97.34	93.25	95.32
Comfort of the ride	84.07	87.25	84.89	88.61	89.89	87.38	89.79
Skill of the person driving the ambulance	91.59	93.09	91.57	95.54	95.65	93.33	95.32
Care shown by the medics who arrived with the ambulance	94.21	93.15	93.09	93.24	95.00	93.38	95.80
Degree to which the medics took your problem seriously	93.30	92.51	94.11	94.80	95.50	93.63	95.63
Degree to which the medics listened to you and/or your family	93.45	91.30	93.02	92.72	94.90	92.28	95.77
Skill of the medics	93.80	92.79	93.80	93.17	94.50	93.56	96.28
Extent to which the medics kept you informed about your	91.28	88.74	92.43	91.04	90.45	90.38	95.34
Extent to which medics included you in the treatment decisions (if	90.34	88.80	90.71	91.46	88.66	87.52	96.40
Degree to which the medics relieved your pain or discomfort	88.17	87.21	89.71	90.87	88.69	88.09	94.06
Medics' concern for your privacy	91.11	90.69	92.94	93.22	92.71	91.77	95.27
Extent to which medics cared for you as a person	95.51	92.55	93.29	93.29	94.50	91.96	96.24
Professionalism of the staff in our billing office	90.00	86.78	89.24	87.00	89.77	91.54	92.00
Willingness of the staff in our billing office to address your needs	80.00	88.02	89.29	87.24	89.29	90.91	92.01
How well did our staff work together to care for you	93.48	93.68	92.28	92.15	94.68	93.68	94.34
Extent to which our staff eased your entry into the medical facility	91.42	93.60	92.72	91.97	95.31	93.36	95.86
Appropriateness of Emergency Medical Transportation treatment	92.00	94.05	92.01	91.87	93.89	93.56	95.30
Extent to which the services received were worth the fees charged	70.00	91.25	86.51	84.96	90.00	88.78	89.84
Overall rating of the care provided by our Emergency Medical	94.52	93.97	93.10	93.36	94.50	92.64	95.37
Likelihood of recommending this ambulance service to others	94.95	93.54	92.44	90.25	94.00	94.48	93.98
Overall score	91.85	91.93	91.56	91.84	92.89	91.42	94.63
National Rank	45	44	50	46	30	51	16
Comparable Size (Large) Company Rank	11	10	14	12	6	15	3

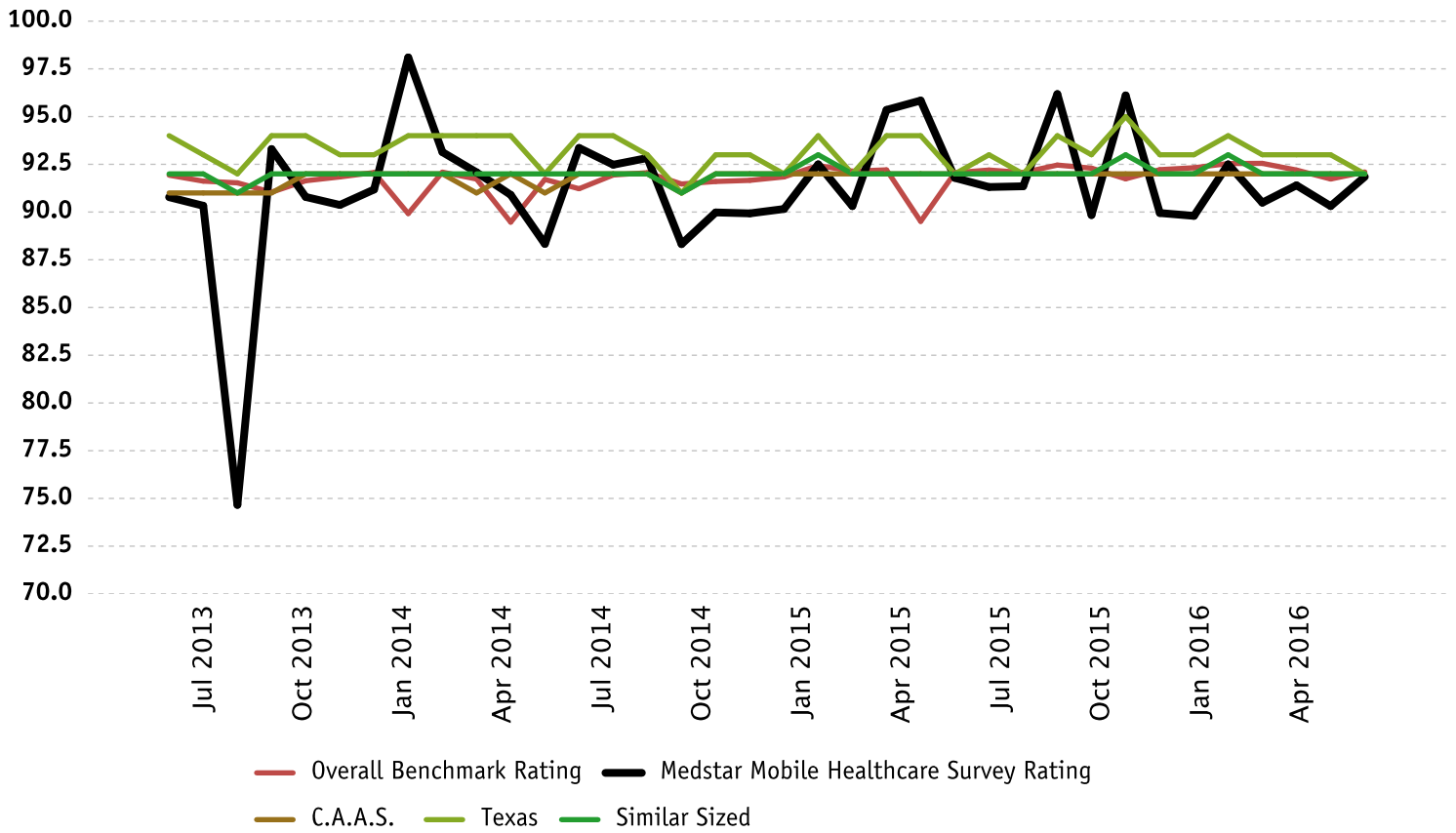


Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas	C.A.A.S.
Total Score	91.85	91.95	91.72	91.75	91.28
Helpfulness of the person you called for ambulance service	93.90	92.28	92.57	91.60	92.07
Concern shown by the person you called for ambulance service	92.11	92.09	92.00	91.61	91.91
Extent to which you were told what to do until the ambulance	88.49	90.53	90.61	90.87	90.38
Extent to which the ambulance arrived in a timely manner	90.53	91.37	91.35	91.85	90.87
Cleanliness of the ambulance	92.66	93.59	93.47	94.28	93.14
Comfort of the ride	84.07	87.17	86.90	88.24	85.93
Skill of the person driving the ambulance	91.59	92.81	92.89	93.36	92.35
Care shown by the medics who arrived with the ambulance	94.21	93.75	93.60	93.99	93.32
Degree to which the medics took your problem seriously	93.30	93.81	93.93	93.78	93.47
Degree to which the medics listened to you and/or your family	93.45	93.36	93.37	93.26	92.85
Skill of the medics	93.80	93.77	93.87	93.94	93.37
Extent to which the medics kept you informed about your	91.28	92.15	92.04	92.16	91.66
Extent to which medics included you in the treatment decisions	90.34	91.59	91.59	90.73	91.11
Degree to which the medics relieved your pain or discomfort	88.17	90.15	90.04	90.12	89.45
Medics' concern for your privacy	91.11	92.80	92.73	92.56	92.38
Extent to which medics cared for you as a person	95.51	93.80	93.71	93.91	93.44
Professionalism of the staff in our billing office	90.00	87.73	87.81	87.93	87.79
Willingness of the staff in our billing office to address your	80.00	87.86	88.03	87.94	88.07
How well did our staff work together to care for you	93.48	92.85	92.77	92.78	92.43
Extent to which our staff eased your entry into the medical	91.42	92.85	92.83	92.12	92.43
Appropriateness of Emergency Medical Transportation treatment	92.00	92.46	92.44	92.54	91.94
Extent to which the services received were worth the fees	70.00	86.55	87.29	86.23	86.21
Overall rating of the care provided by our Emergency Medical	94.52	92.95	92.99	93.24	92.44
Likelihood of recommending this ambulance service to others	94.95	92.28	92.33	93.01	91.70
Number of Surveys for the period	127				

Medstar Mobile Healthcare
June 1, 2016 to June 30, 2016

Benchmark Trending Graphic - Below are the monthly scores for your service. It details the overall score for each month as well as your subscribed benchmarks for that month.





Top Box Comparisons

The Top Box Analysis displays the number of responses for the entire survey by question and rating. The Top Box itself shows the percentage of "Very Good" responses, the highest rating, for each question. Next to the company rating is the entire EMS DB rating for those same questions.

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	2	25	40	509	1486	72.07%	74.00%
Dispatch	1	0	1	34	82	69.49%	72.82%
Helpfulness of the person you called for ambulance service	0	0	0	10	31	75.61%	74.64%
Concern shown by the person you called for ambulance service	0	0	0	12	26	68.42%	73.73%
Extent to which you were told what to do until the ambulance arrived	1	0	1	12	25	64.10%	70.09%
Ambulance	1	4	17	128	275	64.71%	72.14%
Extent to which the ambulance arrived in a timely manner	1	1	3	31	80	68.97%	72.32%
Cleanliness of the ambulance	0	0	0	27	65	70.65%	76.98%
Comfort of the ride	0	3	12	39	59	52.21%	63.43%
Skill of the person driving the ambulance	0	0	2	31	71	68.27%	75.82%
Medic	0	11	17	221	715	74.17%	77.56%
Care shown by the medics who arrived with the ambulance	0	1	1	23	96	79.34%	79.72%
Degree to which the medics took your problem seriously	0	3	1	19	89	79.46%	80.87%
Degree to which the medics listened to you and/or your family	0	2	1	19	81	78.64%	79.49%
Skill of the medics	0	1	1	24	91	77.78%	79.84%
Extent to which the medics kept you informed about your treatment	0	0	4	30	75	68.81%	75.46%



Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	2	25	40	509	1486	72.07%	74.00%
Extent to which medics included you in the treatment decisions (if applicable)	0	0	3	28	57	64.77%	74.61%
Degree to which the medics relieved your pain or discomfort	0	2	5	28	58	62.37%	71.13%
Medics' concern for your privacy	0	1	1	32	70	67.31%	76.21%
Extent to which medics cared for you as a person	0	1	0	18	98	83.76%	80.69%
Billing Staff Assessment	0	0	1	4	5	50.00%	60.98%
Professionalism of the staff in our billing office	0	0	0	2	3	60.00%	60.51%
Willingness of the staff in our billing office to address your needs	0	0	1	2	2	40.00%	61.46%
Overall Assessment	0	10	4	122	409	75.05%	74.83%
How well did our staff work together to care for you	0	1	1	25	88	76.52%	76.27%
Extent to which our staff eased your entry into the medical facility	0	3	1	24	74	72.55%	76.62%
Appropriateness of Emergency Medical Transportation treatment	0	1	0	29	70	70.00%	76.40%
Extent to which the services received were worth the fees charged	0	3	2	5	5	33.33%	64.50%
Overall rating of the care provided by our Emergency Medical Transportation service	0	1	0	22	91	79.82%	77.85%
Likelihood of recommending this ambulance service to others	0	1	0	17	81	81.82%	77.33%



Standard Deviation by Question

	Your Score	Total DB	Company Standard Deviation	Database Standard Deviation	SD Variance
Helpfulness of the person you called for ambulance service	93.90	92.28	10.736	15.395	4.66
Concern shown by the person you called for ambulance service	92.11	92.09	11.621	15.098	3.48
Extent to which you were told what to do until the ambulance arrived	88.49	90.53	19.369	16.911	-2.46
Extent to which the ambulance arrived in a timely manner	90.53	91.37	16.58	16.259	-0.32
Cleanliness of the ambulance	92.66	93.59	11.384	12.766	1.38
Comfort of the ride	84.07	87.17	19.411	20.282	0.87
Skill of the person driving the ambulance	91.59	92.81	12.79	14.662	1.87
Care shown by the medics who arrived with the ambulance	94.21	93.75	12.348	14.43	2.08
Degree to which the medics took your problem seriously	93.30	93.81	15.303	15.102	-0.20
Degree to which the medics listened to you and/or your family	93.45	93.36	14.347	15.415	1.07
Skill of the medics	93.80	93.77	12.62	14.439	1.82
Extent to which the medics kept you informed about your	91.28	92.15	13.704	16.106	2.40
Extent to which medics included you in the treatment decisions (if applicable)	90.34	91.59	13.813	17.158	3.35
Degree to which the medics relieved your pain or discomfort	88.17	90.15	17.425	18.609	1.18
Medics' concern for your privacy	91.11	92.80	13.832	14.961	1.13
Extent to which medics cared for you as a person	95.51	93.80	11.14	15.088	3.95
Professionalism of the staff in our billing office	90.00	87.73	12.247	17.919	5.67
Willingness of the staff in our billing office to address your needs	80.00	87.86	18.708	18.256	-0.45
How well did our staff work together to care for you	93.48	92.85	12.806	14.827	2.02
Extent to which our staff eased your entry into the medical facility	91.42	92.85	16.23	14.973	-1.26
Appropriateness of Emergency Medical Transportation treatment	92.00	92.46	13.172	16.104	2.93
Extent to which the services received were worth the fees charged	70.00	86.55	27.689	22.32	-5.37
Overall rating of the care provided by our Emergency Medical Transportation service	94.52	92.95	11.828	15.627	3.80
Likelihood of recommending this ambulance service to others	94.95	92.28	11.774	17.334	5.56
Overall Survey Rating	91.85	91.95	14.62	16.25	1.63



Responses vs Score Histogram — This graph shows the number of responses on the Y axis vs the average score on the X axis.

